



## USS Red Rover vital to recruit medical, dental readiness

*Dedicated Lovell FHCC team ensures U.S. Navy recruits are medically and dentally ready to serve in the fleet*



*As the initial medical and dental in-processing location for all enlisted members of the U.S. Navy, USS Red Rover processes more than 40,000 enlisted recruits annually. (Photo by Jonathan Friedman)*

**By Jonathan Friedman**  
Lovell FHCC Public Affairs

In the early hours of a frigid January morning in northern Illinois, divisions of U.S. Navy recruits line up outside of Bldg. 1523 -- also known as USS Red Rover -- for their initial medical and dental procedures.

Regardless of the temperature, this scene repeats itself throughout the year, as new recruits are processed into the U.S. Navy. In-processing "tasks" are divided into 5 processing days called "P Days." During these dates, recruits receive a substantial number of vital medical and dental tasks, ensuring they are physically ready for their role in the U.S. Navy.

"This stop is typically a recruit's first exposure to Navy medicine and dentistry," said Dr.

Ronald Rudlaff, Captain James A. Lovell Federal Health Care Center's USS Red Rover Assistant Department Head of Dentistry. "While their dental readiness is absolutely our top priority, it's also important that we make a positive impression on them."

Rudlaff explained that in 9 to 10 combined minutes, a recruit receives a dental exam, three x-rays and a forensics exam. This would typically average an hour outside of the training environment. Moving at that pace, the annual dentistry numbers can be staggering: More than 164,000 patient encounters, more than 46,700 tooth extractions and just under 81,000 routine dental restorations. In total, these procedures would equate to more than \$72 million in community dental services.

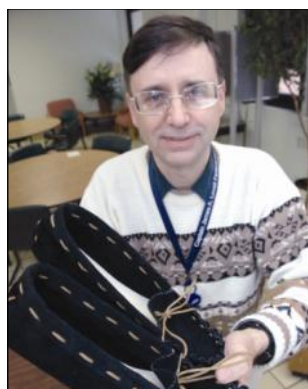


*Divisions of U.S. Navy recruits line up outside USS Red Rover for their initial medical and dental procedures. (Photo by Jonathan Friedman)*

"It's orderly chaos in the most organized fashion," said Rudlaff. "The men and women who perform this delicate 'ballet' between dental and medical tasks are impressive, as we all push toward the common goal of readiness."

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# Leadership Commentary

## Five-point recipe for successful team focuses on patients

*Patient-centered approach to teamwork embraces core attributes of Lovell FHCC professionals*



**By Patrick L. Sullivan**  
Lovell FHCC Director

**W**ouldn't it be great if the components of a successful team were spelled out like a recipe? *Start with a cup of competency, add three-quarters of a cup of experience, blend in tablespoons of efficiency, creativity and personality, and simmer the entire mix under the*

*low heat of flexibility.* I like the structure and simplicity of the idea, but it's never realistic and would always certainly fall short of some critical components for an outstanding team.

The idea isn't new, though. Defining and cloning the components of a successful team have been attempted many times over. From professional sports teams to corporate giants, many great minds have tried to piece together the puzzle of a winning team. While many have come close -- and even succeeded for short periods -- time and the unique characteristics of every team inevitably changes the recipe. If it were easy, everyone would do it!

Still, I believe there are five critical components of a great team:

**A clear understanding of the mission.** Caring for our nation's

heroes, their families, and medically preparing Navy recruits and active duty military members for service. It's the living of our noble mission that makes us different.

**Trust and respect amongst the team.** We come from diverse backgrounds with rich histories. By relying upon, trusting and respecting those differences, our team becomes stronger.

**Flexibility and adaptability.** Just because something has been done the same way for many years doesn't necessarily mean it's the best way to continue. By looking at a concern or problem with fresh eyes, we often find better ways to serve.

**Open dialog and solid communication.** Knowing, understanding and reacting to what's important is much more

than talking and hearing. It's through active listening that we gain a better understanding.

**Motivation and a willingness to learn.** Throughout life, we continue to learn. By staying motivated, we maintain a good attitude and contribute to a positive work environment.

Clearly, there are many other attributes that make our diverse team remarkable. When all is said and done, what makes us stand out is our constant focus on those we serve. By keeping our patients at the center of what we do, we're proving to the nation that our promise of *Readying Warriors and Caring for Heroes* is what drives our achievement and what will make us a great team. Our promise to the men and women we serve is the core of our successful team recipe.

## First Lovell FHCC team gathers for photo



Members of the inaugural Captain James A. Lovell Federal Health Care Center team pose for a group photo recently in the Ambulatory Care Clinic. (Photo by Mary Waterman).

### *The Apollo*

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# USS Red Rover first stop for recruit medical, dental (cont.)



Three panoramic radiograph machines simultaneously take dental x-rays of U.S. Navy recruits during their initial in-processing at USS Red Rover. (Photo by Jonathan Friedman)

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As one of four Branch Medical Clinics that are part of the Captain James A. Lovell Federal Health Care Center, USS Red Rover processes more than 40,000 enlisted recruits annually. During the first two processing days, recruits are registered into the Composite Health Care System and their medical records are created; they are also given a Tuberculin Skin Test, a blood draw, and their DNA cards are collected.

It's during P-3 and P-4 that recruits receive the majority of their medical and dental tasks, explained Lt. Cmdr. (Dr.) Andrew Archila, Captain James A. Lovell Federal Health Care Center's Department Head for USS Red Rover. These include male/female wellness counseling (female wellness exam and pregnancy counseling), an average of 5 immunizations, dental x-ray and exams, an optometry exam (same-day glasses) and a physician exam (for recruits with allergies, high body-mass index, physical activity issues and current complaints).

"The only reason we're able to do what we do is because of the phenomenal professionals we have at USS Red Rover," said Archila. "What's impressive is that we focus so much on patient safety, but are able to process enormous number of recruits in a short period of time."

Like the dental side, the annual averages for USS Red Rover's medical tasks are impressive: They produce nearly 18,500 glasses, administer nearly 200,000

immunizations, provide approximately 10,000 gynecological exams, administer nearly 40,000 hearing exams, and collect and exam nearly 200,000 tubes of blood.

"Recruit Training Command is under enormous time constraints while recruits are in a training environment," said Archila. "This is why it's so important that our medical and dental portions are completed thoroughly and quickly, and that we get the recruits back to their training."



Captain James A. Lovell Federal Health Care Center Corpsman HN Bryan Matthews performs an eye exam on a U.S. Navy recruit during his initial in-processing at USS Red Rover. (Photo by Jonathan Friedman)



Captain James A. Lovell Federal Health Care Center Corpsman HA Cody Davis inserts a needleless syringe in preparation for the immunization of U.S. Navy recruits during their initial in-processing at USS Red Rover. (Photo by Jonathan Friedman)

Most recruits will graduate and honorably serve on Naval stations and ships around the world. While few will ever forget their in-processing experience at USS Red Rover, most will never truly appreciate the scale and impressive process for their medical and dental readiness.



More than 40,000 unique medical and dental records are created each year at USS Red Rover. (Photo by Jonathan Friedman)



Dr. Doralia Jackson and Ashley Davis perform routine dental restoration on a recruit during a processing day. In a year, USS Red Rover dental professionals will process more than 164,000 patient encounters. (Photo by Jonathan Friedman)



U.S. Navy Lt. (Dr.) Patricia Salazar, Captain James A. Lovell Federal Health Care Center Optometrist, performs an eye exam on a U.S. Navy recruit during his initial in-processing at USS Red Rover. Each year, the men and women of USS Red Rover process more than 40,000 enlisted Navy recruits. (Photo by Jonathan Friedman)



# “Operation Happy Feet” warms winter

*Volunteers donate time, skills to build craft-kit moccasins for Veterans*

**By Jonathan Friedman**  
Lovell FHCC Public Affairs

The idea started as something simple: A friend and fellow Veteran in the Community Living Center needed a pair of shoes for walking around the facility. This is how Matt Kiger, Captain James A. Lovell Federal Health Care Center desktop supervisor and choreographer of the Operation Happy Feet project, described the project’s genesis.

When we saw the need, we decided to assemble moccasins for all Veterans in the Community Living Center of Bldg. 134-2B who wanted them,” said Kiger.

Through donations from the Captain James A. Lovell Federal Health Care Center’s craft center, Kiger teamed up with U.S. Army Veterans Carlos Saunders, Martin Johnson, Michael Quinn, and U.S. Navy Veterans Mike Pfanzer, Lyonel Johnson and Dale Anderson, to assemble and deliver 20 pairs of moccasins to Veterans in Bldg. 134-2B.

“This is military Veterans helping other Veterans,” said Kiger. “When we were serving, we always took care of one another. This is just another way for us to continue doing that.”

Kiger noted that the program was established to ensure that all residents who wish to have a pair of moccasins are provided them, regardless of their ability to assemble the moccasin kits. By taking advantage of the kits provided by Help Hospitalized Veterans, Kiger’s team volunteers put together the kits in the required sizes at the Craft Center of Bldg. 134.

“It takes me about 1.5 to 2 hours per pair,” explained Kiger of the time needed to assemble the moccasins. “But seeing the look on their



*Veteran Xavier Michael Esteban (left) receives a pair of moccasins from Captain James A. Lovell Federal Health Care Center Volunteer Carlos Saunders while Christine Krumsee looks on. (Photo by Matt Kiger)*

faces when we hand them the shoes makes it worth every minute.”

Kiger noted that the group is now planning to put together additional moccasins for the remaining wards on the facility, but is actively looking for additional help. Those wishing to assist in Operation Happy Feet are encouraged to check out and assemble a moccasin kit from the Craft Center, and bring it back to the same location for later distribution.

The Craft Center is located in Bldg. 134, Rm. A108, and is open Tuesday, Wednesday and Thursday from 10:30 a.m. to 2 p.m. More information can be obtained by calling 224-610-3184.

# KUDOS Corner

- Twelve Lovell FHCC members were presented awards at the January Captain’s Call. Congratulations to **LCDR Andrew Archila**, **HM1 Ariel Ampier**, **HM1 Michael Baidas**, **HM1 Louanda Harris**, **IT1 Joshua Pedrazoli**, **HM2 Lester Dixon**, **CM2 Christopher Milroy**, **HM2 Edward Price**, **HM3 Elisha Greasham**, **HM3 Eric Kahler**, **HM3 Quadrai McClain** and **Jeffrey Young**.
- **HMC Gaspare Corrao** was recently named as the Senior Enlisted Leadership Award winner. The award recognizes the Chief Petty Officer who displays superior performance and leadership which contributes to increased morale and improved general performance, as well as command mission accomplishment. Selection criteria includes leadership, performance of duty, personal appearance, personal and professional off-duty accomplishments, education achievements, and community involvement.
- The January 2011 edition of *Chicago Magazine* recently named Lovell FHCC Diabetologist and Endocrinologist **Dr. Janice Gilden** as a top physician in the Chicago area. She was among 250 area physicians honored with the recognition.
- Congratulations to **Manny Aponte**, who recently received the credential of Certified Radiology Administrator through the Radiology Administration Certification Commission. The credentialing recognizes a range of skills and expertise for imaging administrators in five key medical imaging management areas: financial management, communication and information management, human resource management, operations management and asset management.
- Congratulations to Lovell FHCC Quality Improvement Analyst **HMC(SW) Richard Greenhill**, as he was recently selected as the next leader of the Lake County American College of Health Care Executives for 2011 by the Illinois Regent’s Advisory Council.

# Ambulatory Care Clinic telephone contact information

*Updated phone, fax contact information for TRICARE beneficiaries at the Lovell FHCC*

What follows are the contact phone numbers for all clinics within the Captain James A. Lovell Federal Health Care Center’s Ambulatory Care Clinic. The most up-to-date transition information can be found at [www.lovell.fhcc.va.gov](http://www.lovell.fhcc.va.gov).

**\*NOTE:** Veterans should continue to call (800) 393-0865 for appointments.

## Cardiology

- **Reception:** 224-610-8206 (or 8207)
- **Fax:** 224-610-8208 (or 8209)

## Dermatology

- **Reception:** 224-610-7042
- **Fax:** 224-610-7043 (or 7044)

## Ear, Nose and Throat (Audiology)

- **Reception:** 224-610-8053 (or 8054)
- **Fax:** 224-610-8051 (or 8052)

## General Surgery

- **Reception:** 224-610-8024 (or 8025)
- **Fax:** 224-610-8025 (or 8027)

## Internal Medicine

- **Reception:** 224-610-7752 (or 7776)
- **Fax:** 224-610-7702 (or 7703)

## Medical Specialty Clinics

- **Reception:** 224-610-7002 (or 7003)
- **Fax:** 224-610-7004 (or 7005)

## Mental Health

- **Reception:** 224-610-8701 (or 8702)
- **Fax:** 224-610-8703 (or 8704)

## Neurology

- **Reception:** 224-610-8206 (or 8207)
- **Fax:** 224-610-8142 (or 8144)

## Ophthalmology/Optometry

- **Reception:** 224-610-7151 (or 7153)
- **Fax:** 224-610-7150 (7152 or 7154)

## Orthopedics/Podiatry

- **Reception:** 224-610-7095 (or 7098)
- **Fax:** 224-610-7096 (or 7097)

## Pediatrics

- **Reception:** 224-610-7752 (or 7776)
- **Fax:** 224-610-7566 (or 7568)

## Pharmacy

- **Clerical:** 224-610-7600
- **Fax:** 224-610-7667

## Pulmonary

- **Reception:** 224-610-8206 (or 8207)
- **Fax:** 224-610-8278

## Substance Abuse

- **Reception:** 224-610-8655
- **Fax:** 224-610-8656 (or 8657)

## TRICARE HealthNet

- **East Campus:** 800-941-4501
- **West Campus:** 877-874-2273

## Urology

- **Reception:** 224-610-8102 (or 8103)
- **Fax:** 224-610-8101 (or 8104)

## Wellness

- **Administration:** 224-610-7132
- **Conference:** 224-610-7133

## Women’s Health

- **Reception:** 224-610-7614 (or 7615)
- **Fax:** 224-610-7613 (or 7616)

